



Family Case Manager

Last Updated: 11/1/2023

CLASSIFICATION:	Exempt; 40 hours, with evenings and weekends as required.
REPORTS TO:	Director of Family Services
ANNUAL SALARY:	\$45,000 - \$55,000 depending on experience

Job Summary: The primary responsibility of a FPGV Family Case Manager is to provide direct service support and crisis intervention to families experiencing homelessness, while providing and maintaining a welcoming, friendly, and safe environment for all guests, volunteers, partners, and donors. This position is directly supervised by the Director of Family Services, and works closely with professionals from other community organizations, volunteers and other FPGV staff. Duties will be performed with a high degree of independence.

Responsibilities and Duties:

Family Case Management (60%)

- Schedule and oversee intake process and gather all necessary information at in-person appointment; complete background checks and all necessary background review.
- Oversee program orientation with each family; outline program goals and expectations, ensuring they are notified about shelter operations and policies.
- Develop individual and family success plan(s); include steps and time frames for goals completion and review with family on regular basis; make necessary adjustments to case management plans while holding families accountable for their actions, responding with firmness, compassion, and kindness.
- Work with guests on overcoming barriers by brainstorming solutions and referring guests to pertinent resources.
- Advocate on behalf of the program participants as needed, assist families in accessing essential, beneficial, and viable social services and other available programs.
- Update resource guides as needed, provide current information on local services that could be beneficial to participants.
- Meet regularly with the Director of Family Services to review and assess applicants, report family issues, concerns, or successes, review case management plans.
- Communicate with staff and volunteers about the needs of the families and assist in coordinating service efforts.
- Be a positive role model for adults and children in the program while offering guidance and support in development of life skills, including but not limited to: employment, budgeting, parenting, housing and well-being.
- Conduct necessary disciplinary actions for non-compliant guests.
- Coordinate with the Director of Family Services to develop and implement in-house programming for guests.
- Provide accurate report documentation for all incidents and emergencies with clarity, accuracy, and detail.
- Maintain guest confidentiality and abide by all privacy regulations.

Shelter Program Management (15%)

- Support the shelter program as needed, including dinner hosting, driving families to appointments, picking up furniture, shopping for families, etc.
- Observe shelter policies and procedures and ensure guests abide by house rules.
- Conduct weekly house meetings to discuss chores, conflicts amongst guests, etc.
- Dismantle room set-up after a family graduates or leaves shelter program.
- Prepare rooms for new guests and ensure guests feel welcome and supported during their transition into the shelter program.
- Work with guests in stressful circumstances to resolve conflicts, de-escalate tense situations, and create a positive culture in the communal living environment.
- Ensure vehicles are taken care of, ie. oil changes, tire changes, cleaning, etc.

Facilities Management (10%)

- Help maintain the orderly organization of shelter location as a clean, welcoming, and safe environment for program guests.
- Process, monitor, track, and organize all in-kind donations brought to the Shelter
- Coordinate routine maintenance and communicate house maintenance issues to the Executive Director.
- Manage all minor repairs and notify the Executive Director of major repairs that need to be done with estimates of repair cost. Immediately report to the Executive Director, all damages which require insurance claims.
- Inform Executive Director of long-term care and upkeep of shelter location.
- Communicate professionally and regularly with static site location partners and volunteers.

Outreach (5%)

- Assist in developing relationships with collaborative partners and cultivate new partnerships with local service agencies, faith communities, service providers, and other community stakeholders.
- Identify appropriate venues in which to advocate and further expand the goals and mission of FPGV.
- Maintain relationships with community organizations to develop and administer public awareness and education surrounding family homelessness.
- Attend relevant community meetings; Explore and participate in relevant councils, roundtables, and committees.

Data Management (5%)

- Maintain detailed and organized records of each family's progress, regularly maintain case management notes in an electronic records system.
- Manage and provide monthly data/reports on current and past program participants to Executive Director.

Other (5%)

- Be on-call for emergencies pertaining to the facility, staff, and families.
- Prepare for and attend all required staff meetings.
- Other duties and tasks assigned by Executive Director.

Knowledge/Skills/Abilities:

Knowledge

- Human development, psychology, and/or social services
- Effective communication and motivation techniques
- Crisis management best practices and procedures
- Available community resources
- Data collection and management systems
- Issues related to homelessness and trauma-informed care
- Familiarity or experience with Family Promise
- Familiarity of Social Worker Code of Ethics
- Spanish fluency a plus

Skills

- Ability to resolve conflict and deescalate crisis situations
- Proven and effective verbal and written communication skills
- Basic first-aid and/or CPR techniques (certification preferred)
- Effective in prioritizing tasks
- Follows through with responsibilities
- Innovative problem-solving
- Intermediate to advanced Microsoft Office Suite computer skills

Ability to

- Maintain appropriate professional boundaries with guests
- Work in a dynamic and, at times, chaotic environment with multiple distractions including children of all ages
- Relate to homeless adults and minors in a respectful, non-judgmental and competent manner
- Establish professional and well-organized communication with participating families
- Work with minimal supervision, independently and as a team player
- Work effectively and calmly in crisis situations
- Motivate a group towards a common objective
- Plan, schedule, and organize multiple priorities
- Effectively communicate with individuals across all socio-economic levels
- Establish and maintain relationships with diverse organizations (primarily faith-based), agencies, and community members
- Perform in a multi-tasking environment

Family Promise Employee

Date

Family Promise Supervisor

Date